

Listing of Claims

1. **(Currently Amended)** A method for communicating comprising:
obtaining an event communicated **to a communication center** via an incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
at least two communication channels of the communication channels have different media types, and
the event corresponds to a work item available via the incoming communication channel;
providing a notification of the work item via a user interface;
receiving an activation of a work item object of the user interface, the work item object being associated with the work item, wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item;
receiving an activation of a command object of the user interface, wherein the activation of the command object is received from the one communication channel of the plurality of communication channels;
accessing a user interface object table to identify a command associated with the activation of the work item object;
accessing a command table to identify a channel driver comprising the command associated with the activation of the work item object; and
causing the channel driver to issue the command **from the communication center** to an outgoing communication channel of the communication channels.
2. **(Original)** The method of claim 1 wherein
the incoming communication channel and the outgoing communication channel are the same.
3. **(Original)** The method of claim 1 further comprising:
performing the command, wherein the command is performed by the outgoing communication channel.

4. (Original) The method of claim 1 wherein the providing the notification includes providing the notification in real time with the obtaining the event.

5. (Previously Presented) The method of claim 1 wherein the providing the notification includes invoking a notification module of the user interface.

6. (Original) The method of claim 1 wherein the activation of the work item object is associated with an accept work item command.

7. (Original) The method of claim 1 wherein the activation of the work item object is associated with a release work item command.

8. (Previously Presented) The method of claim 1 further comprising:
sending the command to the channel driver.

9. (Previously Presented) The method of claim 8 wherein the sending the command to the channel driver comprises obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the channel driver.

10. (Previously Presented) The method of claim 1 wherein the sending the command comprises sending the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

11-12. Cancelled

13. (Currently Amended) A method for communicating comprising:
obtaining an event communicated to a communication center via an incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type, and

at least two of the communication channels have different media types;
providing a notification of the event via the user interface;
receiving an activation of a command object of the user interface, wherein the activation of the command object is received from one communication channel of the plurality of communication channels;
accessing a user interface object table to identify a command associated with the activation of the command object;
accessing a command table to identify a channel driver comprising the command; and
causing the channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels.

14-16. Cancelled

17. **(Currently Amended)** A computer program product for presenting a user interface for communicating comprising:
an obtaining module to obtain an event communicated to a communication center via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, at least two of the communication channels have different media types, and the event corresponds to a work item;
a notification module to provide a notification of the work item;
a work item object;
a receiving module to receive an activation of the work item object, wherein the activation of the work item object is associated with a command, the activation of the work item object is further associated with selecting one communication channel of the plurality of communication channels for working on the work item,
the activation of the work item object causes a channel driver comprising the command to be identified; and
the channel driver issues the command from the communication center to an outgoing communication channel of the plurality of communication channels;

a first accessing module to access a user interface object table to identify the command associated with the activation of the work item object;
a second accessing module to access a command table to identify the channel driver associated with the command; and
a physical computer readable medium ~~storing the modules of~~ configured to store the computer program product.

18. (Previously Presented) The computer program product of claim 17, wherein the incoming communication channel and the outgoing communication channel are the same.

19. (Currently Amended) A computer program product for communicating comprising:

a notification object to provide a notification of an event communicated to a communication center via an incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type, and
at least two of the communication channels have different media types;
a command object, wherein activation of the command object is associated with a command, the activation of the command object is received from one communication channel of the plurality of communication channels, and the activation of the command object causes a channel driver comprising the command to be identified, and the channel driver issues the command from the communication center to an outgoing communication channel of the communication channels;
a first accessing module to access a user interface object table to identify the command associated with the activation of the command object;
a second accessing module to access a command table to identify the channel driver associated with the command; and
a physical computer readable medium ~~storing the modules of~~ configured to store the computer program product.

20. (Previously Presented) The computer program product of claim 19 wherein the incoming communication channel and the outgoing communication channel are the same.

21. (Previously Presented) A computer system comprising:

- a processor;
- a display, coupled to said processor;
- computer readable medium coupled to said processor; and
- computer code, encoded in said computer readable medium,
 - configured to cause said processor to communicate using at least one communication channel of a plurality of communication channels, wherein
 - each communication channel of the communication channels has a media type,
 - and
 - at least two of the communication channels have different media types,

by virtue of being configured to cause said processor to:

- obtain an event communicated via an incoming communication channel of the communication channels, wherein
 - the event corresponds to a work item available via the incoming communication channel;
- provide a notification of the work item via a user interface presented on the display;
- receive an activation of a work item object of the user interface, the work item object being associated with the work item, wherein
 - the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item,
 - the activation of the work item object causes a channel driver comprising a command associated with the activation of the work item object to be identified, and
 - the channel driver issues the command associated with the activation of the work item object to an outgoing communication channel of the communication channels;
- access a user interface object table to identify the command associated with the activation of the work item object; and
- access a command table to identify the channel driver associated with the

command.

22. **(Currently Amended)** A computer program product comprising:
a database comprising:
a communication channel table comprising information regarding a communication channel;
a user interface object table comprising information regarding a user interface object of a user interface used to communicate via the communication channel,
wherein the information regarding the user interface object comprises a command associated with activation of the user interface object, wherein the activation of the user interface object is received from one communication channel of the plurality of communication channels;
a channel driver table comprising information regarding a channel driver that controls the operation of the communication channel and is operable to provide an event from the communication channel and to issue the command to the communication channel;
an event table comprising information regarding the event; and
a command table comprising information regarding the command;
and
instructions to access the communication channel table, the user interface object table, the channel driver table, the event table, and the command table to communicate via the communication channel; and
a physical computer readable medium ~~storing the instructions to access~~ , configured to store the computer program product.

23. **(Previously Presented)** The computer program product of claim 22, wherein the communication channel table provides access to:
a channel ID of the communication channel;
a media type of the communication channel; and
a configuration ID of a configuration to which the communication channel belongs.

24. **(Previously Presented)** The computer program product of claim 22, wherein

the event table provides access to

- an event ID of the event;
- an event name of the event; and
- a channel driver ID of the channel driver.

25. (Previously Presented) The computer program product of claim 22, wherein the command table provides access to:

- a command ID of the command;
- a command name of the command; and
- a channel driver ID of the channel driver.

26. (Previously Presented) The computer program product of claim 22, wherein said channel driver table comprises:

- a channel driver ID of the channel driver;
- a media type of the communication channel;
- a file name of the channel driver; and
- a media string that allows a media service associated with the channel driver to be invoked.

27. Cancelled.

28. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

29. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

30. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with an initiate work item command.

31. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

32. (Previously Presented) The method of claim 1 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

33. (Previously Presented) The method of claim 1 further comprising:
determining the command to be issued from a context of the work item object when the work item object is activated.

34. (Previously Presented) The computer program product of claim 17, further comprising:
a causing module to cause the command to be issued to the outgoing communication channel.

35. (Previously Presented) The computer program product of claim 17, further comprising:
an assignment module to determine an assignment of an agent to the work item.

36. (Previously Presented) The computer program product of claim 22, wherein the channel driver table comprises information regarding a plurality of channel drivers.

37. (Previously Presented) The computer program product of claim 22, wherein the communication channel table comprises information regarding a plurality of communication channels.

38. (Previously Presented) The computer program product of claim 22, further comprising:
a user interface object table comprising information regarding a user interface object of a user interface that is operable to communicate with the channel driver.

39. (Currently Amended) A computer program product for presenting a user interface for communicating comprising:
a user interface object;
a receiving module **configured** to receive an activation of the user interface object, wherein
each communication channel of a plurality of communication channels has a media type,
at least two communication channels of the communication channels have different
media types,
the activation of the user interface object is received **at a communication center**, from
one communication channel of the plurality of communication channels,
the activation of the user interface object is associated with a command,
the activation of the user interface object causes a channel driver associated with the
command to be identified;
an accessing module **configured** to access a user interface object table comprising information
regarding the user interface object, wherein
the information regarding the user interface object comprises the command associated
with the activation of the user interface object;
**a channel driver module configured to cause the channel driver to issue the command from
the communication center to an outgoing communication channel of the
communication channels;** and
a physical computer readable medium storing the modules of the computer program product.

40. (Currently Amended) The computer program product of claim 39 further comprising:
an event handling module **configured** to handle an event from an incoming communication
channel of the communication channels.

41. (Currently Amended) The computer program product of claim 40 further

comprising:

a notifying module **configured** to provide a notification of the event.

42. (Currently Amended) The computer program product of claim 40 further comprising:

a responding module **configured** to perform an event response to the event.

43. (Currently Amended) The computer program product of claim 39 further comprising:

a status object;

a status updating module **configured** to update a status of an agent using the user interface to one of ready and not ready when the status object is activated.

44. (Currently Amended) The computer program product of claim 39 further comprising:

a status changing module **configured** to change a status of an agent using the user interface to one of ready and not ready.

45. (Currently Amended) The computer program product of claim 39 further comprising:

an assigning module **configured** to assign an agent to receive a notification of an event; and

a notifying module **configured** to provide the notification to the agent.

46. (Currently Amended) A computer program product comprising:
a database comprising:

a user interface object table comprising information regarding a user interface object of a user interface to communicate with a communication channel, wherein the information regarding the user interface object comprises a command associated with activation of the user interface object, and the activation of the user interface object is received **at a communication center,** from one communication channel of a plurality of communication channels;

instructions to access the user interface object table when the user interface is to display information related to a communication via the communication channel;
instructions to cause a channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels; and
a physical computer readable medium ~~storing, configured to store~~ the ~~instructions to access~~
computer program product.

47. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:
a communication channel table comprising information regarding the communication channel.

48. (Previously Presented) The computer program product of claim 47, wherein the communication channel table comprises information about a plurality of communication channels.

49. (Previously Presented) The computer program product of claim 48 wherein the database further comprises:
a channel driver table comprising information about a plurality of channel drivers, wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels.

50. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:
a channel driver table comprising information about a channel driver that controls the operation of the communication channel.

51. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:
a command table comprising information regarding a command sent to the communication channel.

52. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:
an event table comprising information regarding an event originating in response to a communication received from the communication channel.

53. (Previously Presented) The computer program product of claim 52 wherein the database further comprises:
an event response table comprising information regarding an event response to be performed in response to the event.

54. (Currently Amended) A computer program product comprising:
a database comprising:
an object table, wherein the object table comprises information regarding a user interface object of a user interface used to communicate via a communication channel, wherein
the information regarding the user interface object comprises a command associated with activation of the user interface object, and
the activation of the user interface object is received at a communication center, from one communication channel of the plurality of communication channels; and
a communication channel table, wherein the communication channel table comprises information regarding the communication channel associated with the user interface object;
and
first instructions configured to access the object table and the communication channel table to communicate via the communication channel;
second instructions configured to cause a channel driver to issue the command from the communication center to an outgoing communication channel of the communication channels; and
a physical computer readable medium storing, configured to store the instructions to access computer program product.

55. (Previously Presented) The computer program product of claim 54 wherein the object table further comprises information regarding an action to be performed when the user interface object is activated.

56. (Previously Presented) The computer program product of claim 55 wherein the action comprises issuing a command to the communication channel.

57. (Previously Presented) The computer program product of claim 55 wherein the action comprises setting an agent status to one of ready and not ready.

58. (Previously Presented) The computer program product of claim 54 wherein the object table further comprises a notification object.

59. (Currently Amended) A computer program product for communicating comprising:

a user interface comprising at least one user interface object ~~operable~~ **configured** to be activated, wherein

activation of one of the at least one user interface object is associated with issuing a command to one communication channel of a plurality of communication channels,

the activation of the user interface object is received **at a communication center**, from

the one communication channel of the plurality of communication channels,

each communication channel of the communication channels has a media type,

at least two communication channels of the communication channels have different

media types, and

the activation causes a channel driver comprising the command to be identified;

an accessing module **configured** to access a user interface object table comprising information regarding the at least one user interface object, wherein

the information regarding the at least one user interface object comprises a respective command associated with activation of each user interface object;

a channel driver module configured to cause the channel driver to issue the command from the communication center to an outgoing communication channel of the

communication channels; and
a physical computer readable medium storing ~~the modules of~~ the computer program product.

60. (Currently Amended) The computer program product of claim 59 wherein the user interface is ~~operable~~ **configured** to communicate with a communication server, and the communication server causes the command to be issued to the one communication channel.

61. (Previously Presented) The computer program product of claim 60 wherein the communication server further receives an indication of activation of the user interface object.

62. (Previously Presented) The computer program product of claim 59 wherein the channel driver is communicatively coupled to the one communication channel to issue the command.

63. (Previously Presented) The computer program product of claim 59 wherein the channel driver is one of a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels.

64. (Previously Presented) The computer program product of claim 59 further comprising:
a database comprising:

a command table comprising information regarding the command; and
a user interface object table comprising information regarding the user interface object
and the command to be issued upon activation of the user interface object.

65. (Previously Presented) The computer program product of claim 64 wherein the database further comprises:

a configuration table comprising information regarding a configuration for a user of the user interface, wherein the configuration determines whether the command is available to the user.

66. (Previously Presented) The computer program product of claim 64 wherein the command table and the user interface object table are accessed to cause the channel driver to issue the command.

67. (Currently Amended) An apparatus for communicating comprising:
obtaining means for obtaining an event communicated to a communication center via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, at least two communication channels of the communication channels have different media types, and
the event corresponds to a work item available via the incoming communication channel;
notifying means for providing a notification of the work item via a user interface;
receiving means for receiving an activation of a work item object of the user interface, the work item object being associated with the work item, wherein
the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item, the activation of the work item object causes a channel driver comprising a command associated with the activation of the work item object to be identified, and
the channel driver issues the command associated with the activation of the work item object from the communication center to an outgoing communication channel of the communication channels; and
accessing means for accessing a user interface object table comprising information regarding the work item object, wherein
the information regarding the work item object comprises the command associated with the activation of the work item object.

68. (Previously Presented) The apparatus of claim 67 wherein the incoming communication channel and the outgoing communication channel are the same.

69. (Previously Presented) The apparatus of claim 67 wherein the command is performed by the outgoing communication channel.

70. (Previously Presented) The apparatus of claim 67 wherein the notifying means comprise real-time notifying means for providing the notification in real time with the obtaining the event.

71. (Previously Presented) The apparatus of claim 67 wherein the notifying means comprises invoking means for invoking a notification module of the user interface.

72. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with an accept work item command.

73. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with a release work item command.

74. (Previously Presented) The apparatus of claim 67 further comprising: sending means for sending the command to the channel driver.

75. (Previously Presented) The apparatus of claim 74 wherein the sending means comprise command obtaining means for obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the channel driver.

76. (Previously Presented) The apparatus of claim 67 wherein the sending means send the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

77. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item.

78. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

79. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

80. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with an initiate work item command.

81. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

82. (Previously Presented) The apparatus of claim 67 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
agent determining means for determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

83. (Previously Presented) The apparatus of claim 67 wherein the issuing means comprise command determining means for determining the command to be issued from a context of the work item object when the work item object is activated.

84. (Currently Amended) An apparatus comprising:
obtaining means for obtaining an event communicated to a communication center via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, and

at least two of the communication channels have different media types;
notifying means for providing a notification of the event via the user interface;
receiving means for receiving an activation of a command object of the user interface, the
command object being associated with a command related to the event, wherein
the activation of the command object is received from one communication channel of the
plurality of communication channels,
the receiving the activation causes a channel driver comprising the command to be
identified, and
the channel driver issues the command from the communication center to an outgoing
communication channel of the communication channels; and
accessing means for accessing a user interface object table comprising information regarding the
command object, wherein
the information regarding the command object comprises the command associated with
the activation of the command object.

85. (Currently Amended) A computer program product comprising:
obtaining instructions to obtain an event communicated to a communication center via an
incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
at least two communication channels of the communication channels have different
media types, and
the event corresponds to a work item available via the incoming communication channel;
notifying instructions to provide a notification of the work item via a user interface;
receiving instructions to receive an activation of a work item object of the user interface, the
work item object being associated with the work item, wherein
the activation of the work item object is associated with selecting one communication
channel of the plurality of communication channels for working on the work item,
the activation of the work item object causes a channel driver comprising a command
associated with the activation to be identified, and
the channel driver issues the command associated with the activation of the work item
object from the communication center to an outgoing communication channel

of the communication channels; and
accessing instructions to access a user interface object table comprising information regarding
the work item object, wherein
the information regarding the work item object comprises the command associated with
the activation of the work item object; and
a computer-readable storage medium ~~that stores the obtaining instructions, the notifying
instructions, the receiving instructions, and the accessing instructions~~ , configured to
store the computer program product.

86. (Previously Presented) The computer program product of claim 85 wherein
the obtaining instructions are capable of obtaining the event when the incoming communication
channel and the outgoing communication channel are the same.

87. (Previously Presented) The computer program product of claim 85
wherein the command is performed by the outgoing communication channel.

88. (Previously Presented) The computer program product of claim 85 wherein
the notifying instructions comprise real-time notifying instructions to provide the notification in
real time with the obtaining the event.

89. (Previously Presented) The computer program product of claim 85 wherein
the notifying instructions comprise invoking instructions to invoke a notification module of the
user interface.

90. (Previously Presented) The computer program product of claim 85 wherein
the activation of the work item object is associated with an accept work item command.

91. (Previously Presented) The computer program product of claim 85 wherein
the activation of the work item object is associated with a release work item command.

92. (Previously Presented) The computer program product of claim 85 further comprising:

sending instructions for sending the command to the channel driver.

93. (Previously Presented) The computer program product of claim 85 the sending instructions further comprise command obtaining instructions for the command from the user interface by a communication server, wherein the communication server sends the command to the channel driver.

94. (Previously Presented) The computer program product of claim 85 further comprising:

sending instructions for sending the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

95. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with selecting one communication channel of the plurality of communication channels for working on a work item.

96. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with selecting from a list of a plurality of work items.

97. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with one of a suspend work item command and a retrieve work item command.

98. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with an initiate work item command.

99. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with one of a blind transfer of work item

command, a consultative transfer of work item command, and a conference command.

100. (Previously Presented) The method of claim 13 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

101. (Previously Presented) The method of claim 13 further comprising:
determining the command to be issued from a context of the command object when the command object is activated.